

RFP-10-92
Question/Inquiry Responses
June 30, 2010

Q1. Section 2.4.1 states that the 2 primary software systems may be different during the term of the contract. Does DDRS have plans to switch software? And if so, what would that software be?

A1 - The Integrated Case Management System (ICMS) project is currently underway. It is gathering requirements for a case management system that will replace both DART and INsite. The new software platform and infrastructure have not yet been determined. The timeframe for deployment of a new system has also not yet been determined, but would likely be beyond 2012.

Q2. Is the work to be done onsite, or can it be done offsite?

A2 - Staff that require frequent interaction with the business areas, DTS, and IOT should be onsite. This would include, for example, project managers and business analysts. Other staff, such as developers and helpdesk could be offsite, if located within the State of Indiana.

Q3. Is the documentation in the zip file included with the RFP the only available system documentation?

A3 - All known system documentation has been made available in the Bidder's Library. During the transition period, the current vendor may be able to provide additional documentation that the State was not aware of at the time of creation of the Bidder's Library.

Q4. What is the current staffing level of the incumbent vendor?

A4 - Refer to RFS_TT, which can be found in the Bidder's Library.

Q5. Will state staff be responsible for maintaining and managing the IBM Rational tools?

A5 - Yes

Q6. What are the reasons for choosing to put this project up for bid?

A6 - It is an IDOA policy that contracts shall not exceed four (4) years and the current contract's end date is November 30, 2010. The State wishes to acquire the best, most cost-effective vendor available.

Q7. Please clarify the scope associated with the statement: “Work with FSSA Communications staff to support electronic forms and notifications.” Will the support require any more effort than creating a ticket and forwarding the ticket to the owner of the form?

A7 - This is referring to the communication with either the Business Area Representatives and/or FSSA Account Control/IOT regarding user set-up/permissions. There are several Electronic Forms developed and maintained. Business Area Representatives submit these forms for access, etc. Certain Business Area Representatives are Approvers. Workflows are started through SharePoint to gain approval for forms. In addition, any access/permission that requires Active Directory group access is sent to FSSA Account Control/IOT.

Q8. Based on Section 2.4.5.5, is it correct to assume hosting is not part of the scope of this contract?

A8 - Hosting will not be within the scope of this contract.

Q9. Please confirm that hours of operational maintenance and support activities are to be bid as Monday through Friday 7:00 am to 5:30 pm local time. The 7 X 24 support referenced below will be out of the basic scope but the bidder has to be able to provision those services on an on demand bases with prior notice

“The selected Vendor shall ensure that arrangements are made to provide the contracted maintenance and support twenty-four (24) hours a day, seven (7) days a week as needed”

A9 - Scheduled tasks and system issues may occur at any time. The selected vendor will be responsible for ensuring 24x7 system availability to the greatest extent possible for all supported systems, except for scheduled and communicated downtime.

Q10. Are tools to be included in the base \$ 3.8 budget or are these cost recognized as start up costs and separate? Can vendors propose their own tools?

A10 - The State strongly prefers that the vendor use tools made available by the State, but this is negotiable. If the vendor prefers to use their own tools at additional cost, and with State approval, the vendor will bear the cost.

Q11. Is Help desk support to be provided for INSite and Dart only?

A11 - Helpdesk support must be provided for all applications listed in the RFP.

Q12. What is the past 6 months Help Desk incident volume for the application in scope by severity

A12 - Refer to RFS_HDs, which can be found in the Bidder's Library.

Q13. What is the number of application users for each application?

A13 - Refer to the system architecture documents which can be found in the Bidder's Library.

Q14. What is the volume of ad hoc reporting required for support of the in scope applications.

A14 - Refer to RFS_BCMs, RFS_CRs, and RFS_HDs, which can be found in the Bidder's Library.

Q15. A PeopleSoft deployment is planned for Q3 that will replace some existing functionality. Will the contracted vendor have responsibility for this deployment and follow-on support?

A15 - The scope of the vendor's responsibilities will be to determine the impact of the PeopleSoft upgrade on the supported systems, and implement any necessary changes. The INsite system has an interface with PeopleSoft. The vendor will not be responsible for the PeopleSoft deployment.

Q16. How many major modifications are in the CQ backlog?

A16 - Refer to RFS_CRs, which can be found in the Bidder's Library.

Q17. Is there a CQ trend chart showing the submission frequency of minor and major modifications over the past two years?

A17 - Refer to RFS_CRs, which can be found in the Bidder's Library. It only goes back to October of 2009, however.

Q18. Is there any customer satisfaction data available regarding current system users?

A18 - No

Q19. Is system up-time tracked? Is a trend chart of up-time available?

A19 - Not currently but it will be a metric of the contract.

Q20. Is the specified IOT daily backup a satisfactory DR solution? Is HA (high availability) needed?

A20 - The selected vendor will be expected to work with the business areas and DTS to determine disaster recovery needs and implement an improved solution.

Q21. Who writes the requirements for major modifications? Does FSSA have a business analyst, or is that role taken on by the contractor?

A21 - The vendor must perform this role, with the assistance of business area experts.

Q22. What are the current contracted staffing levels?

A22 – Refer to Question 4.

Q23. Is offshore development and testing an option, if locally managed?

A23 – No, refer to Question 2

Q24. What is the monthly/annual volume of tickets across various severity levels for each of the applications in scope?

A24 - Refer to RFS_HDs and RFS_TT in the Bidder's Library.

Q25. What is the current team size with respect to help desk, maintenance & development team support, configuration management, release management, database management, testing and documentation? How are the FTE's distributed across each of these applications in scope?

A25 – Refer to Question 4.

Q26. Who is the incumbent vendor providing application maintenance and support for the applications mentioned in the RFP?

A26 - Boyer Technologies, Inc.

Q27. What is the current backlog of tickets for each of the applications in scope?

A27 - Refer to RFS_CRs and RFS_HDs, which can be found in the Bidder's Library.

Q28. Are there any pending performance issues which need to be analyzed and rectified? If so, please provide details.

A28 – Any current system performance issues would appear in the following Bidders Library documents:

- a) RFS_DEF;
- b) RFS_BCM; and
- c) RFS_CRS.

Q29. Please describe the current and required process flow for tracking and managing production incidents, defect fixes and enhancement requests. Please provide details on the release management procedure currently followed for enhancements and defect fixes.

A29 - Refer to the FSSA Software Management document, which can now be found in the Bidder's Library.

Q30. Please describe the personnel and data security policy/procedures currently used.

A30 - Refer to the FSSA Software Management document, which can now be found in the Bidder's Library.

Q31. Please elaborate on the availability of application experts to support the maintenance staff during the transition phase.

A31 – The current vendor is responsible for providing application experts during the transition phase.

Q32. 92 RFP- (Section 2.4.5.5- Page 37) Software and Hardware Infrastructure Support states *“FSSA is required to provide the following services:*

- *Liaise with other supporting organizations and third party vendors (IOT, DTS, IBM, etc.) in order to insure infrastructure support is as efficient and effective as possible*
- *Support distributed applications at field offices*
- *Provide application installation services as needed locally and at field offices”*

Please confirm whether the selected vendor is expected to provide these services.

A32 - Yes, in accordance with the amended RFP, the selected vendor is expected to provide these services for the DART, DDRS Provider Website, INsite, PAS-PASRR and STMS applications.

Q33. 92 RFP (Section 2.4.7.5– Page 44) Responsibilities of the Vendor states *“The selected Vendor shall ensure that their offices are staffed during the working hours of 7:00 AM to 5:30 PM (local time) Monday through Friday, except State holidays. Offsite staffing at virtual locations, with State approval, is acceptable.”* It also states *“The selected Vendor shall ensure that arrangements are made to provide the contracted maintenance and support twenty-four (24) hours a day, seven (7) days a week as needed.”*

Please confirm whether 24x7 support is required at all times or only on certain occasions on a need basis. If it's on need basis, please provide an estimate of how often would 24x7 support requirement arise based on past experience.

A33 - Refer to Question 9.

Q34. Attachment G - As-is Architecture DART v21.DOC – (Section 3.5 – Page 13 – Database)

The Database section indicates lookup tables. Please provide more information on how (scheduled SQL jobs, windows tasks, data transformation tools, etc.) these lookup tables are updated.

A34 - Dart Lookup tables can be updated via the following methods:

- a) **Direct Table update;**
- b) **Application form update;**
- c) **Data transformations through SQL Jobs; and**
- d) **Data transformation through SQL Server Integration Services.**

Q35. Attachment G - As-is Architecture DART v21– (Section 3.7 – Page 14)

The legend for the diagram points to two colors (blue and purple) indicating On-Demand and On-Demand/Lookup. What is the difference between On-Demand and On-Demand/lookup?

A35 - On-Demand is typically used in reference to report calls by an end user. On demand lookup is a combination of report calls by a user and calls by the application(s) themselves for information from the related apps.

Q36. Attachment G - PAS_PASRR_As-is_Architecture_v1.1.doc – (Section 4.5 – Page 27) –

PAS Logical Diagram has a Web/Application Layer that refers to IIS and ASP.NET. However, only VFP 6.0 is mentioned under development language (Section 4.1). How is ASP.NET used in this application?

A36 - ASP.Net is used in conjunction with Visual Basic.Net. VB.Net is the programming language and ASP.Net is the framework used since it is a browser-based application.

Q37. Attachment G - INsite_Technology_Architecture__v1.2.doc – (Section 3.4 - Page 21 –system interfaces)

Please mention the significance of black arrows mentioned in the legend for the System Interfaces diagram.

A37 – There is no significance to the color of the arrows.

Q38. Broken down in some categories of significance (e.g. Development, Help Desk, Infrastructure, Prof Services [config mgmt, pm, change requests, meetings, transition], System Maint, Training & Docs), how many FTEs are utilized for each of the identified areas for the last 2 years of support?

A38 – Refer to Question 4

Q39. Is the current stated backup by IOT for disaster recovery sufficient in the eyes of FSSA? If not, what need(s) are not being met by it?

A39 – Refer to Question 20.

Q40. Phase-out transition...Transition IN as the new vendor and Transition OUT down the road as the incumbent vendor...can we assume that the time and resources required to perform both should be budgeted into the proposed cost for a contract, should we be selected?

A40 - As stated in 2.4.7.4, the selected Vendor will be responsible for managing the transition of support for the identified systems from the current Vendor to the selected Vendor. These systems are critical to the services provided by FSSA and the selected Vendor must understand and accept the responsibility to ensure that there will be no periods of non-support during the transition.

Q41. If systems migrate, vendor is supposed to help migrate and phase out the old system (sect 2.4.1)...

- This is true even if vendor isn't the one who does the new system, correct?
- Is it true, then, that support of the new system will then be expected as part of the contract being proposed – even though, the exact nature of what will be supported is not yet known?

A41 - As stated in 2.4.1, there is a possibility that the primary systems, INsite and DART, may be migrating to a new solution during the term of this contract. This would also impact some subsystems and interfaces. Should this occur, the selected Vendor will be expected to assist with the transition; including phasing out the existing systems, assisting with the data migration to the new system, and developing needed interfaces between the new systems and remaining legacy systems.

Q42. 2.4.1 Will the possible INsite and DART migration be done by another vendor? It states the expected areas that the selected vendor will be expected to assist but does not state support of those new systems. Will the selected vendor for rfp 10-92 be supporting the INsite and DART replacements?

A42 - If the INsite, DART and other systems are migrated to a new solution, a separate RFP would be issued for that purpose.

Q43. What is the method to deploy various systems (INsite decentralized, DART, STMS) to the remote computers?

A43 - INsite and PAS updates are deployed via 'patches' (ActivePatch, Version 1.2 from Catalyst Development Corporation). The FoxPro 'APP' and 'EXE' are created and then 'compared' to the previously released version. That 'comparison' process builds PATCH files which are posted on an FTP site. The INsite

decentralized users connect to that site with an INsite 'patch utility' and download and apply the 'patches' to upgrade their local versions of the 'APP' and 'EXE' files. The DART application builds reside on 10 file servers, and users can run the application from these locations based on their geographical location. In addition, DART application is deployed to 1 Citrix server.

Q44. 2.4.1.2.1....what is the list of systems that xml is extracted and sent to FSSA warehouse. DART and INsite are listed but it alludes to others.

A44 - INsite used to provide demographic, service, funding source information to the DataWarehouse. However, that was discontinued several months ago at the request of the DataWarehouse. The data was supplied to the DataWarehouse using a CSV format.

DART supplies data to the warehouse in XML format via a SQL job.

Q45. Is CMS or PeopleSoft now handling the claims and payments (2.4.1.2.3 indicates should have changed to PeopleSoft in Q3 09)?

A45 – The support systems currently interfaces with PeopleSoft.

Q46. Do we support the ancillary systems or just worry about the interface? (IRS, PeopleSoft, DDT...)?

A46 - RDT, Choice/Cost Share, Medicaid Billing Module, Nutrition, NAPIS Reporting, QIP, and Budget Allocation Request are to be supported. FSSA Data Warehouse, CMS, PeopleSoft, IRIS (for DART), Indiana AIM, MedInsight, INTouch, IRIS, and IDEC are not in scope but there is an interface which must be maintained.

Q47. Where will the vendor perform its duties? Onsite or remotely?

A47 - Refer to Question 2.

Q48. What level of support of remote FSSA sites is expected? Will the vendor be required to travel to and support remote FSSA locations should problems arise outside of remote help desk support?

A48 - The selected vendor should be prepared to provide systems maintenance and support services as needed to remote FSSA locations in order to maintain system integrity and operation. This may include travel to the site of the end user.

Q49. It asks the vendor to submit an active Config Mgmt Plan but says we will need to follow the states but still asks how the toolset will fit into the vendor's plan ?? Is that for the 'expanding the plan' aspect?

A49 - Refer to the FSSA Software Management document, which can now be found in the Bidder's Library.

Q50. 2.4.5.2 and 2.4.5.3 discuss vendor hosting and vendors servers supporting State applications? Are these production systems...or are we referring to DEV and QA servers? In other words, what would the vendor be hosting?

A50 - The vendor is not expected to provide any hosting services.

Q51. 2.4.5.5 Can we get a definitive list of all distributed applications at field offices...or can we assume the only ones are the ones listed within this document? Can we get a list of all the field offices w/ locations?

A51 - Current entities using INsite and DART can be found at the following sites:

http://www.gotoipmg.com/ipmg-districts.php	IPMG District Offices
http://www.in.gov/fssa/ddrs/4088.htm	BDDS District Offices
http://www.in.gov/fssa/files/aaamap.pdf	AAA Locations
http://www.in.gov/fssa/dmha/files/Access Site Contact List 10 09.pdf	CMHC Locations

Indiana Government Center, 402 W. Washington St., Indianapolis, IN	Administrative Offices of DDRS/DA/DMHA
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Q52. 2.4.5.7 What level of up to date requirements currently exist for the current systems. What percentage of requirements have tests (manual and automatic) specifically tied to them?

A52 - Requirements are not currently up to date and do not tie to test cases.

Q53. 2.4.5.8

- What is the size of the user base for the helpdesk?

A53.1 - Refer to the system architecture documents, which can be found in the Bidder's Library.

- Can we have metrics on existing helpdesk?

- Number of tickets per unit of time
- Breakdown on resolution lengths
- Breakdown on person hours involved in resolution

A53.2 - Refer to RFS_HDs, which can be found in the Bidder's Library.

- Criminal Background checks via what mechanism?

A53.3 - The selected Vendor would be responsible for insuring that criminal background checks have been performed before granting system access to any new users.

- HIPAA training
 - Is this recording of training or providing of?
 - What aspects (all??)
 - For who...under what conditions/scenarios/timing?

A53.4 - As an activity related to Help Desk Support, the selected vendor shall maintain records of system users who have completed State authorized HIPAA training and testing.

- Is it required that these services ALL be provided (vs. initiated/triggered by) the helpdesk? (may be more efficient to have another group perform that tasks triggered through help desk)

A53.5 - As stated in 2.4.5.8, the State has identified Help Desk as an entry point for all issues and requests. The multi-tier section, described in this same section, includes the provision for the vendor Help Desk personnel to “communicate with the Business Areas on these issues to determine what resolution is needed and who will provide this resolution

- It says provide ‘installation instructions’ for field applications. Does that mean field offices are responsible for installation but may call for support?

A53.6 - As an activity related to Help Desk Support, the selected vendor shall both provide installation services for applications and provide installation instructions for field applications.

- What are the selected ancillary systems that will require help desk services (it states there are some)?

A53.7 – Refer to Question 46.

Q54. 2.4.5.9 So the system is not monitored in off hours...or the response does not begin until office hours? Systems must be available 24x7.

A54 - Depending on the severity of the incident, response may be required immediately (could be off hours), or could wait until normal business hours.

Q55. 2.4.6.1 Is the PMP required (it states “If necessary”) ?

A55 - It is expected that the selected vendor will provide project management oversight.

Q56. 2.4.6.2

- Is the modified (new) training materials and e-Training part of this contract or considered a major modification?
- Any information on the expected volume and frequency of training?

A56 - Training materials that currently exist would be considered maintenance and support of current applications. The FSSA Change Request process will be utilized to determine whether the development of new training materials and their migration to an E-Training platform meet the Minor Modification or Major Modification criteria. See also Question 60.

The selected vendor should anticipate quarterly training sessions

Q57. 2.4.7.1

- The fiscal reporting....the associate costs...if this is a fixed bid or covered costs, what are we using for costs? Is this talking about T&M mods only? Or are we supposed to be doing self-fiscal assessment and reporting?

A57 - The Fiscal Reporting requirements outlined in 2.4.7.1 are to be applied to all costs that are billed by the selected Vendor under this contract.

The selected vendor is expected to provide the necessary service and support to MAINTAIN the system, which would include ‘bug fixes’ and minor enhancements at a FIXED monthly price. All ‘major enhancements’ would be negotiated through the Change Control Board process and would be billed on a time and materials basis.

Q58. 2.4.7.5

- Regarding the requirement for contracted maintenance for 24x7 ... at what level is maintenance expected during off business hours?

A58 - Refer to Question 9.

Q59. Would the vendor be responsible for performing the background checks?

A59 – Refer to Question 53.

Q60. Would the vendor be responsible for providing and/or conducting training?

A60 - As stated in 2.4.6.2, the selected Vendor will be responsible for providing training and conducting system related presentations to audiences which may include other team members, members of other support teams, organizational managers and end users. Also, refer to Question 56.

Q61. On page 9 of the RFP, section 1.7 DUE DATE FOR PROPOSALS *states Each Respondent must submit one original hard-copy (marked “Original”) and one original CD-ROM (marked "Original") and seven (7) complete copies on a CD-ROM of the*

proposal, including the Transmittal Letter and other related documentation as required in this RFP.

On Page 16 of the RFP, section 2.1 GENERAL states *The Respondent should send or deliver one (1) signed original and seven (7) copies of the proposal, as well as one (1) electronic copy to the Indiana Department of Administration.*

Can you please clarify how many actual printed copies need to be submitted along with the number of CD-ROM's need to be submitted?

A61 - Each respondent must submit one (1) original hard-copy (marked "Original") and one (1) original CD-ROM (marked "Original"). Each respondent should also submit seven (7) complete copies on CD-ROM. Only one (1) printed hard-copy will need to be submitted.

Q62. On page 7 there is a reference to Adult Protective Services (APS). However, section 1.3 on page 5 does not list APS as a system covered by RFP 10-92. Please clarify if APS is a system for which the vendor is expected to provide Maintenance and Support services.

A62 – As presented in RFP paragraph 1.4.2, Helpdesk Support, APS is a user of Helpdesk and Development Team support.

Q63. The Major Modifications Section 1.4.5 on page 8 indicates that Major Modifications will require a Time and Material bid and a contract amendment. Please provide more guidance on the criteria that will be used to distinguish between a Major Modification and Maintenance and Support.

A63 - This is open for negotiation, but the initial guidance is to assume that 'major modifications' would typically be the modifications that take 40 or more hours to complete. Please note that modifications should include all testing, system documentation and training materials associated with the modification.

Q64. How many system users would there be to start? How much is that expected to grow?

A64 – Refer to Question 13.

Q65. What is the typical call volume?

A65 - Refer to RFS_HDs, which can be found in the Bidder's Library.

Q66. How many calls are typically received outside of normal working hours?

A66 - The HelpDesk is not manned off hours. Only production incidents, such as a system down situation, would cause an on-call person to be alerted off hours.

Q67. From what locations might the calls be coming?

A67 - Refer to the Capstone document in the Bidder's Library.

Q68. What sort of emergency issues might be expected? Examples, please.

A68 - Refer to RFS_HDs, which can be found in the Bidder's Library.

Q69. Would on-site support be required?

A69 - Refer to Question 2.

Q70. Are there any peak periods during which higher-than-normal call volume could be expected?

A70 - No

Q71. Is there a current support knowledge base that could be provided?

A71 - Refer to Question 31.

Q72. How well are the systems documented?

A72 - Refer to Question 3 and Question 145.

Q73. What is the possibility of hiring from the current support team?

A73 - Unknown.

Q74. Were there any process methodologies utilized in the development and maintenance of this system?

A74 - Various process methodologies were utilized, mostly following a waterfall model.

Q75. Is there an internal process methodology that will be expected to be followed?
Is there an internal quality system that must be followed as a part of new releases of the software?

A75 - Please see the FSSA Software Management document in the Bidder's Library.

Q76. Is there a list of current issues/modifications/enhancements that need to be addressed? Can we see it?

A76 - Refer to RFS_CRs and RFS_BCMs, which can be found in the Bidder's Library.

Q77. How often would there be new releases of the system (other than emergency fixes)?

A77 - This is currently done on an as-needed basis, scheduled in coordination with the affected business areas.

Q78. At what level would we get requirements for modifications and enhancements?

A78 - The vendor will be responsible for working with the business areas to define requirements.

Q79. Where will functional testing occur; at the State or at the Vendor?

A79 - Vendor

Q80. Section 2.4.1 states "Please note that there is a possibility that the primary systems, INsite and DART, may be migrating to a new solution during the term of this contract." Is the Vendor expected to perform the work of migrating these systems to a new solution?

A80 - Refer to Question 42.

Q81. Is it possible to not only see the source code for the supported applications, but also be able to access test versions of these applications?

A81 - Not at this time.

Q82. There are no Technical Aspects listed for the PAS/PASRR tool.

A82 - Refer to the PAS/PASRR Architecture document in the Bidder's Library.

Q83. What are the current staffing levels and roles for each of the current systems to be supported?

A83 - Refer to RFS_TT, which can be found in the Bidder's Library.

Q84. What is the anticipated timing of the replacement of DART and INSite and how long is the migration anticipated to take?

A84 - Refer to Question 1.

Q85. Is the current defect resolution process defined and documented?

A85 - Refer to the FSSA Software Management document found in the Bidder's Library.

Q86. Are statistics around Help Desk service tickets available by type or category?

A86 - Refer to RFS_HDs, which can be found in the Bidder's Library.

Q87. What are the current Help Desk staffing levels and skill sets?

A87 - Refer to RFS_TT, which can be found in the Bidder's Library.

Q88. What are the Federal and State policies to which the systems must comply?

A88 - All that are applicable to the FSSA programs that the systems support.

Q89. Do the systems, in their current state, comply with Federal and State policies?

A89 - Due to the broad nature of this question, we are unable to answer this.

Q90. Are installation services for applications geographically distributed throughout the entire state?

A90 - Refer to Question 51

Q91. For Major Modifications, are Time and Material bids requested at that time each Major Modification is requested or do we need to estimate the Major Modifications?

A91 - Refer to Question 63

Q92. How much travel is expected on the part of the Help Desk, Development, etc. to support District Offices?

A92 - Refer to Question 48

Q93. How many users are accessing each application?

A93 - Refer to the Capstone document in the Bidder's Library.

Q94. Are user load metrics and trends available to the Vendor prior to a bid response?

A94 - No

Q95. Does each application have a currently documented SLA?

A95 - No

Q96. With respect to Interfaces and ancillary systems, where does the Vendor responsibility stop and the "owner" of the target/ancillary system begin?

A96 - Refer to Question 46.

Q97. Is the State Configuration Management Plan documented and available for review by Vendors prior to the response?

A97 - Refer to the FSSA Software Management document found in the Bidder's Library.

Q98. Will the Vendor be required to create new documentation or simply maintain the system documentation received during the transition?

A98 - New documentation may be needed.

Q99. What current software tools are being used to maintain system documentation?

A99 - IBM Rational suite, MS Office, and MS SharePoint.

Q100. Is the Vendor responsible for purchasing and setting up the Rational Tool Suite, or use the existing installation?

A100 - Use the existing installation.

Q101. Do all systems currently comply with the IOT and DTS Security, Privacy Policies, Procedures, and Standards? If not, to what extent do they not comply?

A101 - There are known documented deficiencies, some of which present great risk to the Agency and need to be remediated.

Q102. Have the Test, Development, and Production environments been established for all systems?

A102 - Many systems have separate test, dev, and production environments but not all. Refer to the architecture documents for more information.

Q103. Are the current vendors deployed on-site at state facilities? If so, what percentage of staff are located in those facilities? Where are the facilities located?

A103 - The current vendor deployment situation is subject to change

Q104. Is there a documented process used by the State for converting a Change Request into a Modification Request?

A104 - Refer to the FSSA Software Management document found in the Bidder's Library.

Q105. Is the vendor responsible for tracking new or changed state and federal mandates to which the systems must comply?

A105 - No, this is a business function.

Q106. What are the current staffed hours for Level 2 support? Are the Level 2 staffed hours the same for all systems?

A106 - The helpdesk is manned Monday through Friday, 7:00 am to 5:30 pm local time, State holidays excluded. However systems must be supported 24x7.

Q107. Are there any Major Modification development, testing, or implementation efforts currently in progress? If so, what are they and when are they to be completed?

A107 - The Incident Reporting project is underway and will be implemented August 2, 2010.

Q108. Are there any Major Modification development, testing, or implementation efforts currently scheduled to begin before a Vendor transition takes place? If so, what are they and when are they to be completed?

A108 - Refer to Question 107

Q109. Section 1.23, Since the answers to technical questions have a significant impact on the structure of this bid, to assure itself that responsive bids are received, would the Department consider releasing answers as they are obtained? If answers are not posted until July 14, that provides two weeks for final proposal, some of this is committed to actual production rather than writing a solution.

A109 – Please monitor the State website for any and all updates and changes

Q110. Section 1.4, Do all systems currently comply with federal and State policies?

A110 - Refer to Question 89.

Q111. Section 2.4.1, How many seats are supported in each application?

A111.1 - Refer to RFS_TT in the Bidder's Library.

Are they all located at the address in section 2.2.5?

A111.2 – No. Refer to the Amended RFP.

If not, please provide a distribution of the seats by physical location.

Are any of the supported applications intended to be hosted at the vendor site?

A111.3 - No

What is the volume associated with ticketing for support services for each application?

A111.4 - Refer to RFS_HDs in the Bidder's Library.

It is indicated that the primary Systems may be migrating to a new solution, has a new tool already been selected?

A111.5 – No

If not, will the winner of this proposal be precluded from bidding on the replacement application?

A111.6 - No

If the new solution is implemented, it is required that bidders assist with the transition, data migrations etc.

A111.7 - Yes

Is the bidder to build and price this activity into the bid or would the implementation of a new solution result in a modification to this contract?

A111.8 Refer to Question 42

Who currently supplies the requested services to each of these systems and what is the current staffing model?

A111.9 - Refer to Question 26 and RFS_TT in the Bidder's Library.

Q112. Section 2.4.6.2, Please provide an estimate for the annual number and duration of trainings. Please specify which of the supported applications do not currently have accurate training and demonstration materials.

A112 - User Guides can be found in the Bidder's Library. Refer to Questions 56 and 60.

Q113. Section 2.4.7.5, Does this section permit support outside of Indiana, the U.S.?

A113 - Refer to Question 2

Q114. Out of the source code library distributed to vendors, are there modules currently in production that were not on the source code DVD?

A114 - No, not to our knowledge at this time.

Q115. Are all of the programs listed on the code library DVD in production? Are there others not on the DVD currently in production? Is there a production library?

A115.1 – Yes; All of the programs listed in the code library (attachment G) are in production.

A115.2 – No; There are no other programs in production that are not listed in the code library (attachment G) that relate to this RFS.

A115.3 - All source code for these programs is maintained by IBM Rational Clear Case which does have a production library.

Q116. Are there proprietary development tools required to support the application?

A116 - No

Q117. Is Visual FoxPro 6.0 the latest version used in the application? Are any upgrades planned?

A117 - Refer to the Capstone document and other architecture documents in the Bidder's Library.

Q118. Does the existing system have test data with a test environment?

A118 - There is some re-usable test data and most systems have a test environment but not all. Refer to the architecture and capstone documents in the Bidder's Library.

Q119. What versions of software are installed on the servers?

A119 - Refer to the architecture and capstone documents in the Bidder's Library.

Q120. Does Boyer or Roeing or any other incumbent have proprietary software installed within any of the systems contained in the RFP? If so, what are the contractual agreements in place for the use of that software or will it need to be replaced?

A120 - No.

Q121. How many staff (FTE) supported the application in January of 2010? How many staff are currently supporting the application?

A121 - Refer to RFS_TT, which can be found in the Bidder's Library.

Q122. What are the roles for those consultants currently supporting the application\environment?

A122 - This information would need to be extrapolated from the RFS_TT document, which can be found in the Bidder's Library.

Q123. Will vendors be bidding on hardware, facilities, etc. in addition to application enhancement and support?

A123 - Refer to section 2.4.7.6 of RFP 10-92 for items that will be provided by the State related to this contract

Q124. How many users do the current applications support?

A124 - Refer to the Capstone document in the Bidder's Library.

Q125. Are user usage and load metrics available?

A125 - No

Q126. What is the distribution of application usage by user role during workday hours?

A126 - Unknown

Q127. Does requirements documentation exist for the application? If so, are they available for use in this process?

A127 - Currently system requirements either are not documented or are not reliable for most systems.

Q128. Does infrastructure documentation exist for the application? If so, are they available for use in this process?

A128 - Infrastructure information is contained in the architecture and capstone documents in the Bidder's Library.

Q129. Does application installation\migration documentation exist? If so, are they available for use in this process?

A129 - The general process is documented in the FSSA Software Management document, but specifics for each system is not well documented.

Q130. Do all standard reports currently exist, or will the vendor be implementing new standard reports?

A130 - Standard reports do exist; however, it is very likely that new reports and/or modifications to existing reports will be requested via the Change Request process.

Q131. Do all mandated federal reports currently exist, or will the vendor be implementing new reports?

A131 - Similar to above answer, federal reports do exist; however, it is very likely that new reports and/or modifications to existing reports will be requested via the Change Request process.

Q132. What federally mandated requirements are expected to be implemented over the next 2 years?

A132 - Refer to Question 130.

Q133. Are all integrations with external systems of a batch nature or are there any real-time integrations required?

A133 - There are real-time integrations. Refer to the architecture documents in the Bidder's Library.

Q134. Does FSSA IT governance process documentation exist? If so, are they available for use in this process?

A134 - Refer to FSSA Software Management document in the Bidder's Library. Other IT Governance process documents also exist, and will be reviewed with the selected vendor.

Q135. What percentage of the application's business logic resides in the User Interface as opposed to middle tier DLL's?

A135 - Unknown

Q136. What company originally implemented the current DART/INsite System?

A136 - Boyer, Roeing, and State staff

Q137. Is there the requirement that we use existing client interfaces to use Rational as the CM system for the project, or is there another form of implementation required?

A137 - This question is unclear.

Q138. Do the program areas have floating licenses that we can use for the project?

A138 - We have floating licenses for Rational.

Q139. Can you provide us, via Q&A, with a chart of defect trends from Clearquest representing the past year's defect submissions and other help desk tickets?

A139 - Refer to RFS_DEFs, which can be found in the Bidder's Library.

Q140. Is there an additional backup solution, other than IOT, in place now or is a new solution required for this project?

A140 - There is no additional backup solution. Refer to Question 20.

Q141. Can a list be provided of travel outside of Marion County for meetings in the past two years?

A141 - A list does not exist, but travel is minimal.

Q142. Can DDRS OR IOT provide the number of users defined in Active Directory for INsite / Dart?

A142 - Refer to the system architecture documents in the Bidder's Library.

Q143. What is the location of the current datacenter? Does DDRS OR IOT wish to continue hosting infrastructure itself or is there interest in outsourced hosting and/or cloud computing?

A143 - The data center resides at the Indiana Government Center North building. This RFS is not request services for outsourcing the infrastructure which is currently supported by IOT.

Q144. Please provide additional detail on DB Server topology and current capacity (inventory of databases, volume of data).

A144 - Refer to system architecture documents in the Bidder's Library.

Q145. Please describe the current state of documentation for custom-developed application software.

A145 - The best available documentation has been provided in the Bidder's Library.

Q146. What are the hours of operation for the Helpdesk?

A146 - Refer to Question 47

Q147. The Helpdesk section of the RFP mentions criminal background checks. Who does the vendor perform these checks on?

A147 - Refer to Question 53

Q148. Do the current systems comply with all State and Federal policies?

A148 – Refer to Question 89.

Q149. What type of warranty will exist for system changes made by vendors prior to transitioning out of the account?

A149.1 - There is no warranty period stipulated in the current vendor's contract.

Are there any of the systems currently undergoing major modifications?

A149.2 Refer to Question 107

Q150. What will be the threshold or criteria for what is considered a major enhancement vs. minor?

A150 - Refer to Question 63

Q151. In section 2.4.7.5, will 24/7 support really be required?

A151 - Refer to Question 9.

Q152. How many requests on average are processed by the help desk in a month?

A152 - Refer to RFS_HDs, which can be found in the Bidder's Library.

Q153. Are there peak periods around which more support is required from the help desk other than what is considered a monthly average?

A153 - No

Q154. Is there any business documentation around the system in addition to source code and will we have access to that documentation?

A154 - The best documentation has been made available in the Bidder's Library.

Q155. Are there state business analyst(s) supporting the existing systems and will that function continue?

A155 - No, the vendor must provide business analyst(s).

Q156. Will there be any immediate federal reporting deadlines required to meet upon transitioning into the project?

A156 - Federal and other reports coming due would be listed in the Change Request queue and will be addressed during the transition period for the selected Vendor.

Q157. Is there any processing (work arounds) taking place that may not be captured in the source code library?

A157 - This is possible but they are unknown and/or not documented at this time.

Q158. Are you going to provide a list of equipment for specific pricing on each unit? Would it be possible to receive a list? Make, Model number, etc.

A158 - The State does not understand the question.

Q159. With IBM equipment configuration from the systems administrator for list, or packing slip. Or is that provided after we would be awarded the contract?

A159 – The State does not understand the question.

Q160. Do you describe the company's current Help/Service Desk support approach: Insourced or outsourced

A160 - Outsourced

Q161. Is this to be a:

- a. Dedicated desk
- b. Dedicated core/shared non-core
- c. Shared desk

A161 - This is open for discussion.

Q162. Walk through the life of a ticket to describe services to be delivered

A162 - Refer to the FSSA Software Management document in the Bidder's Library.

Q163. Is the Service Desk segmented by application expertise, business unit, etc., or just a shared generalist support model?

A163 - It is a tiered approach. Tier 1 is general and it becomes more specific as the ticket is researched and resolved.

Q164. Are there any additional services to be added at this time?

A164 – Nothing specific

Q165. Support staff size:

A165 - Refer to RFS_TT, which can be found in the Bidder's Library.

Q166. Languages supported (other than English)

A166 - None

Q167. Hours and days of operation 24x7 or ???

A167 - Refer to Question 9.

Q168. Expected Global Service Desk hours required. (Weekdays, Weekends):

A168 - Refer to question 9

Q169. Do you have processes and procedures in place and are they up to date?

A169 - Refer to the FSSA Software Management document in the Bidder's Library.

Q170. Incident Management System (ticketing) tool currently used:

A170 - IBM Rational ClearQuest

Q171. Are you planning to use the Pomeroy CA Service Center Incident Management Tool?

A171 - No

Q172. Do you currently have a Knowledge-base tool in place?

A172 - No.

Q173. Are there any other systems/tools in use:

A173 - Tools are as specified in the RFP 2.4.5.10.

Q174. Are there any special connectivity requirements:

A174 – The State does not understand the question.

Q175. General description of desired support:

A175 – Refer to RFP sections 1.4 and 2.4.

Q176. The Global Service Desk will be used as:

- A full replacement for the existing Help/Service Desk operations
- Extended hours supplemental support for an existing Help/Service Desk
- Overflow (capacity overrun) supplemental support for an existing Help/Service Desk
- Fixed length project-based Help/Service Desk

A176 – Refer to Question 9.

Q177. Number of users supported:

A177 – Refer to Capstone Document in Bidder's Library.

Q178. Total Monthly Events anticipated:

- a. Calls
- b. Emails
- c. Web forms
- d. Chat

A178 - Refer to RFS_HDs in the Bidder's Library

Q179. Average Handle Time (AHT) (in minutes):

A179 - Refer to RFS_HDs in the Bidder's Library

Q180. Can you please supply us with 13 months of ACD data

A180 - Refer to RFS_HDs Bidder's Library

Q181. Average Speed To Answer (ASA) Goal:

A181 - Refer to RFS_HDs in the Bidder's Library

Q182. Abandonment Rate (%) Goal:

A182 - Not applicable

Q183. First Call Resolution (FCR) Goal/Target:

A183 - Not applicable

Q184. Are the Standard reports sufficient for the customer needs? Y/N

- a. If no, will the Enhanced reports be required? Y/N
- b. Will any custom reports be required? Y/N
- c. Frequency required for reports

A184 - Any changes to reports that are required will be requested via the Change Request process.

Q185. Where possible list the groups (service partners) that the GSD will be escalating unresolved problems.

A185 - Refer to the FSSA Software Management document in the Bidder's Library.

Q186. Please provide Information Technology organizational charts

A186 - Not available.

Q187. Please provide any Call flow charts

A187 - Refer to the FSSA Software Management document in the Bidder's Library.

Q188. Escalation partners listing with roles and responsibilities

A188 - There are no escalation partners defined at this time.

Q189. Are the App Dev services currently insourced or outsourced?

A189 - Outsourced.

Q190. Is this service anticipated to be onsite? If so, at what location(s) or can this service be provided remotely?

A190 - Refer to Question 2.

Q191. Does the service desk have to remain onsite or can it be relocated remotely to the GSC in Hebron, KY

A191 - Refer to Question 2

Q192. System wise - Age in months

A192 - The Capstone document in the Bidder's Library would be the best source for this information.

Q193. Systems Number of trouble tickets logged - As on date, number of open tickets and the average turnaround time

A193 - Refer to RFS_HDs, RFS_BCMs, and RFS_DEFs, which can be found in the Bidder's Library.

Q194. Additional ongoing support metrics for last 3-4 quarters?

A194 - Refer to RFS_TT in the Bidder's Library.

Q195. System wise number of current resources, deployed for support ?

A195 - Refer to RFS_TT in the Bidder's Library.

Q196. Are the following documents maintained and reflect the current status of the code-

- 1) Requirements
- 2) High level Design
- 3) Low level Design
- 4) ER and Physical data model available
- 5) System Design Document
- 6) Traceability Matrix

A196 - No.

Q197. System wise - data volumes and incremental data growth?

A197 - The Capstone document in the Bidder's Library would be the best source for this information.

Q198. Number of known system-?

A198 - This question is unclear.

Q199. Number of open enhancement requests?

A199 - Refer to RFS_CRs in the Bidder's Library.

Q200. What is the total number of systems for which data migration is planned?

A200 - This has not yet been determined.

Q201. Is Data Conversions/Analysis/Migration for current/future application part of this contract?

A201 - No

Q202. What is the current team size of state employees dedicated for the support & Maintenance of these systems, who are working along with the vendors?

A202 - Currently there are no State employees providing maintenance support to the systems. The State employees provide tool and process support only.

Q203. List the vendors supporting the current systems? Also, rate the vendors performance maintaining the current systems - i.e. Excellent, Good, Poor, Not Satisfactory?

A203 - Refer to Question 26.

Q204. Define minor changes and Major changes?

A204 - Refer to Question 63

Q205. Please elaborate on peak usage of the various systems and the total number of named users?

A205 - The architecture and capstone documents in the Bidder's Library would be the best source for this information.

Q206. Under section 2.4.7.5, What is the kind of support for 24X7. "selected Vendor shall ensure that arrangements are made to provide the contracted maintenance and support twenty-four (24) hours a day, seven (7) days a week as needed"?

A206 - Refer to Question 9.

Q207. Section 2.4.6.2 - "Work with the State to migrate appropriate training to an e-Training platform", What is the scope of migration to e-training platform?

A207 - This is yet to be determined.

Q208. What is the number of training classes/seminars projected per month?

A208 - Refer to Questions 56 and 60.

Q209. Under section 1.4.1, Kindly elaborate "Run Time Improvement" ? Is it performance enhancement? Is there a target benchmark on performance enhancement over a period of time?

A209 - The vendor should perform routine system maintenance to maintain or improve runtime performance. In the event that a significant system upgrade is required, business area approval is required. There are no established performance benchmarks.

Q210. Please list all products (Database, Application Server, tools, etc..) with support status.

A210 - Technical environment information is contained in both the RFP and the architecture and capstone documents.

Q211. Will the selected vendor be responsible for managing the infrastructure partners?

A211 - No.

Q212. Current Licensing policies of the database/App Server/Web Server/any tools?

A212 – Refer to RFP section 2.4.7.6.

Q213. Geographical location of the servers and indicate if the system is in distributed environment?

A213 - Servers are housed at the Indiana Government Center North building. System architecture information is contained in the architecture and capstone documents.

Q214. What are the SLA's for any Month End/Week End/ batch processes?

A214 - SLA's are not currently documented.

Q215. Pending Major/Minor Enhancement requests to-date?

A215 - Refer to RFS_CRs in the Bidder's Library.

Q216. Section 2.4.5.3 All service packs, patches and hot fixes for any Vendor servers supporting State applications shall be furnished by the Vendor throughout the term of this contract at no additional charge and must be tested prior to installation on Production servers. Is the AMC/Support active from all the hardware/software product vendors?

A216 - Refer to the capstone document.

Q217. Geographical location of the users. i.e. Number of branches?

A217 - Refer to Question #51

Q218. Kindly detail the usage of Cognos (Reports/Dashboard/ETL)?

A218 - Refer to system user guides and architecture documents.

Q219. How many test environments are present currently. What is the expected frequency for getting the data from production?

A219 - Test environments are explained in the FSSA Software Management document.

Q220. Our understanding is network monitoring and management of network is not in scope... is that correct ?

A220 - Yes

Q221. List the current applications that are in a choke state due to hardware/network availability.

A221 - None

Q222. Kindly indicate the locations where onsite support is required?

A222 - Refer to Questions 2 and 103.

Q223. Kindly indicate the hardware/software(DB/Application server, monitoring tools, OS, utilities etc..) for which the support from vendor is no longer available?

A223 - This information is found in the capstone and architecture documents.

Q224. What areas of support do you want to improve as a result of this RFT?

A224 - As stated in 2.4.5, the selected Vendor will maintain and support all current applications and databases described in this document as well as any modifications approved by the State. This support will be at the direction of the State and will ensure uninterrupted operation of the tools, meeting federal and state requirements to qualify for maximum Federal Financial Participation. The selected Vendor will maintain adequate staff, both in numbers and in qualifications, to meet this requirement. Report integrity is a source of concern.

Q225. What are the current staffing levels (Tier 1, 2, 3, PMs, BAs, QAs) that are supporting these systems right now?

A225 - Refer to RFS_TT in the Bidder's Library.

Q226. What changes to these levels would improve the service to the state?

A226- The State does not intend to manage or suggest staffing levels, but is seeking a vendor who can provide a high level of quality for all services sought within this RFP.

Q227. Is offshore/right-shoring an option for service delivery? Is offshore an option for CR, upgrades and Level 3 support?

A227 - Refer to Question 2

Q228. RFP pg 23 states that INsite and DART may be migrating to a new solution during the contract and that the vendor is expected to assist. Is this at additional T&M?

A228 - Refer to Question 42.

Q229. Many improvements on system performance may be achieved over the course of the contract by upgrading these systems. Does the vendor have the option to propose and perform system upgrades? Would these upgrades be expected to be covered by service contract or would they be proposed, approved and billed separately (either fixed bid or time and materials)?

A229 - The selected vendor is expected to recommend options for improving system performance and continually maintaining and upgrading the systems. The State will then decide whether the work is within the scope of the contract, or whether it will be approved for fixed price execution.

Q230. The RFT pg 42 mentions fiscal reporting that is performed on these systems, included planned and unplanned work and associated costs. Can the state provide the recent examples of this reporting so that the vendors may better understand the historical needs of the systems?

A230 – Refer to RFS_CRs in the Bidder's Library

Q231. Are problem logs, error logs and work around logs (in addition to the content in the Attachment G, Bidder's Library) available?

A231.1 - No.

Would new vendor be responsible (vendor's cost) to fix existing through (change management) and identified problems and errors?

A231.2 - Yes, this is within the scope of the contract.

Q232. What threshold (complexity, resources required, cost) triggers the change management system to design, develop, test, configure and deploy a significant “fix”?

A232 - Refer to FSSA Software Management document found in the Bidder’s Library.

Q233. What is the current number of staff that is utilized to perform defined functions (by functionality)?

A233 - Refer to RFS_TTs, which can be found in the Bidder’s Library.

Q234. Is there individuals currently providing support that the State of Indiana would like to keep through this process?

A234 - This is a possibility but is not required.

Q235. What are the locations requiring staff? How many/type per location?

A235 – Refer to Question 2.

Q236. What are the hours worked by each location/type (shifts)?

A236 - Refer to Question 9.

Q237. What are the required after hours support?

A237 - Refer to Question 9.

Q238. What is the current number of management/supervisor staff (location)?

A238 - Refer to Question 2

Q239. Who is the current Outsourcing vendor providing this service to the State of Indiana (if any)?

A239 - Refer to Question 26

Q240. What is the cost for current solution?

A240 - The latest amendment to the current contract established the Maintenance and Support at a fixed monthly cost of One Hundred Forty-Five Thousand Dollars and Zero Cents (\$145,000.00). The Change Request effort is budgeted at a monthly not-to-exceed value of Fourteen Thousand Dollars and Zero Cents (\$14,000.00).

Q241. What are the scheduled projects for the next 2 years (upgrade, migration, installation etc)?

A241 - There are no specific project plans, as FSSA is focused on maintenance

Q242. Are background checks/Certifications required for personnel?

A242 - Refer to Question 59

Q243. As all software is non-COTS how long of a transition will be allowed for the new vendor to learn all existing software?

A243 – The current contract allows for a Sixty (60) day transition period.

Q244. As I understand it, system administrations tasks are typically are done by IOT. Will this no longer be the case?

A244 - Tool and infrastructure administration will be performed by the State. System administration (such as deployment, account management, etc) for the systems supported in this RFS will be provided by the selected vendor.

Q245. How well documented are the systems and applications in scope?

A245 - Refer to Questions 3 and 145.

Q246. Is the system and data security in scope for this outsource?

A246 - Yes

Q247. Do you have a disaster recovery plan?

A247 – Refer to Question 20

Q248. How many (desktops/laptops, servers, databases) are covered? (non PC – printers, routers, etc)

A248 - Due to the vague nature of the question, the State is unable to answer this question.

Q249. What kind of servers do the applications reside on?

A249 - Refer to system architecture documents in the Bidder's Library.

Q250. What hardware and what O/S are included?

A250 - Refer to system architecture documents in the Bidder's Library.

Q251. SLA's (response, closure, uptime)? Current attainment levels?

A251 - Refer to RFS_HDs in the Bidder's Library.

Q252. How are SLA times recorded, examples

- a. 8 hrs SLA, 8am-5pm site, call comes in at 4:30. Does the tech need to stay at the go to and stay at the desktop till 12:30am to complete, or does the clock stop at 5:00 and start again at 8, meaning a 3:30 SLA?

A252.1 - Would need to be completed by 12:30AM.

- b. What happens if parts are required and need to be ordered? Does the clock stop when this is reported?

A252.2 - This is software, there are no parts to be ordered.

- c. When does the clock start, when the Help Desk is alerted or when the Desktop Support team is notified?

A252.3 - When the Help Desk is first contacted.

Q253. What are the average number of Tier I, II and III calls per day/week/month?

A253 - Refer to RFS_HDs in the Bidder's Library.

Q254. Will the helpdesk be getting calls from internal users only or the general public as well?

A254 - The helpdesk will receive requests from internal and external users, but not the general public.

Q255. Is desk-side support expected as a part of this service offering?

A255 - Yes, if required to resolve the issue.

Q256. What is the current average respond time?

A256 - Refer to RFS_HDs in the Bidder's Library.

Q257. What is the current average resolve time?

A257 - Refer to RFS_HDs in the Bidder's Library.

Q258. Are call volumes, issue logs or any other pieces of information that will allow for us to understand the required level of effort available?

A258 - Refer to RFS_HDs in the Bidder's Library.

Q259. Are essential points of contact documented and available?

A259 - Refer to RFS_HDs in the Bidder's Library.

Q260. Are systems swapped or fixed on site? If swapped, where are replacements depot'ed?

A260 – Due to the vague nature of the question, the State is unable to answer this question.

Q261. Once units are repaired are they put back onto the floor or depot'ed until needed? There are no "units".

A261 - The helpdesk provides support for software applications, not desktops or other hardware.

Q262. Is there a separate team for unit repair, or would the successful vendor handle unit repairs? If so, where?

A262 - Refer to Question 260.

Q263. Are systems under warranty handled differently? If so how? See Q

A263 - Refer to Question 260.

Q264. What reports are currently provided?

A264 - A list will be provided in the Bidder's Library.

Q265. What hardware is provided to vendor personnel by the state? (laptop, access (vpn), pager/phone)?

A265 - See 2.4.7.6 for items that will be provided by the State related to this contract.

All *access tools* will be provided to the selected vendor by the State of Indiana, but all other items/hardware would be the vendor's responsibility. Onsite vendors will be provided with desk phones.

Q266. MWBE compliance – how if we are simply providing staff with no subcontract?
If you are not a MWBE company, will the selected provider be expected to take on third party / subcontract relationships to satisfy the MWBE requirement?

A266 – The expectation of the Minority and Women’s Business Enterprise Division is for a Prime Contractor to utilize a state certified minority/women business as a sub-contractor that would perform a commercial useful function to the fulfillment of the scope of work to the proposed contract.

Q267. What is the INsite and DART version and revision currently in use?

A267 – Insite is at version 3.7g; DART is at version 1.8.96

Q268. Page 45-46 describes “software licensing”, can we get more detail about what software is expected here and who will be using this software (is this respondent’s personnel)?

A268 - Tools currently in use are listed in the RFP.

Q269. What are the current resource requirements to support this system, from Help Desk to application development?

A269 - Refer to RFS_TT in the Bidder’s Library.